## AMENDMENTS TO THE CLAIMS

This listing of claims replaces all prior versions, and listings, of claims in the application:

**Listing of Claims:**

1. (Currently Amended) A method for scheduling appointments to do a <u>particular job, the</u> <u>method</u> comprising the steps of:

(a)    <u>prior to receiving input regarding a desired time for starting the particular</u> <u>job, wherein the particular job is comprised of a plurality of services performed by one or more</u> <u>resources, and for each job for which an appointment is to be scheduled using the method,</u> receiving operator input specifying each service<u>,</u> ~~and~~ a time dependency of each service needed to perform <u>each</u> ~~the~~ job<u>, and a resource dependency of each service needed to perform each job,</u> <u>wherein the time dependency comprises a length of time required to perform the service and</u> <u>related dependencies on other services and the resource dependency comprises an listing of the</u> <u>resources required to perform the service</u>;

(b)    <u>prior to receiving input regarding a desired time for starting the particular</u> <u>job,</u> receiving operator input specifying a time availability of each resource that can be used to perform each service needed to perform <u>each</u>~~the~~ job;

(c)    at a time before the appointment to do the <u>particular</u> job is actually scheduled, automatically creating a plurality of proposals that specify when <u>each</u>~~the~~ job might be scheduled during a defined time period, ~~as a function of each service specified by an operator,~~ ~~and the time dependency of each service specified by an operator,~~ the plurality of proposals being created as a function of the time availability of each resource that can be used to perform each service needed to perform ~~the~~ <u>each</u> job <u>and the time dependency of each service</u> ~~specified~~ ~~by an operator~~, wherein at least one resource <u>and at least one service</u> can be included in any number of the plurality of proposals at a same time availability, each proposal indicating a time instance at which ~~the~~ <u>each</u> job can be initiated during the defined time period<u>, wherein each job</u> <u>can be have a plurality of associated proposals</u>;

(d)    after the plurality of proposals have been created, receiving <u>the</u> input specifying a desired time for starting the appointment to do the <u>particular</u> job;

(e)    based upon the desired time for starting the appointment to do the <u>particular</u> job, automatically selecting one of the plurality of proposals <u>that are associated with</u>

the particular job that was created prior to the input specifying a desired time for starting the appointment, to make an appointment for doing the particular job;

      (f)    associating the corresponding resources required for the selected proposal with the appointment and identifying the resources as being unavailable; and

      (g)    automatically revising the plurality of proposals in response to said one of the plurality of proposals being selected to make an appointment for doing the particular job, including revising proposals for which resources are no longer available due to making the appointment for doing the particular job and eliminating any proposals from among the plurality of proposals for which proposals cannot be revised due to resources no longer being available.

2. (Original) The method of Claim 1, further comprising the step of associating the proposal with a customer for whom the job is to be done.

3. (Original) The method of Claim 1, wherein the step of automatically creating the plurality of proposals comprises the steps of automatically searching each of the services needed to perform the job to identify an availability of each block of time that is:

      (a)    sufficient in duration to perform the service; and

      (b)    for which resources required to perform the service are available.

4. (Original) The method of Claim 3, further comprising the step of associating a job identification with each block of time that is thus identified.

5. (Original) The method of Claim 3, further comprising the step of splitting a block of time into pieces, to define a proposal having a split time interval in which the job can be performed.

6. (Previously Presented) The method of Claim 1, further comprising the step of receiving operator input assigning different priorities to at least some of the resources, so that a resource assigned a lower priority is used prior to a resource assigned a higher priority, when selecting said one of the plurality of proposals to schedule the appointment.

7. (Original) The method of Claim 1, wherein the step of specifying the time availability of each resource includes the step of specifying any block of time in which a resource is unavailable to perform a service during the defined time period.

8. (Original) The method of Claim 1, wherein the step of selecting one of the plurality of proposals comprises the step of balancing usage of the resources that can be used to perform the services needed to perform the job.

9. (Previously Presented) The method of Claim 1, wherein a plurality of the services needed to perform the job are carried out sequentially, with a first service being completed before a second service can begin.

10. (Original) The method of Claim 1, wherein a plurality of the services needed to perform the job are carried out in parallel, with a first service being completed while a second service is also being done.

11. (Previously Presented) The method of Claim 1, wherein the step of automatically creating the plurality of proposals is completed at a time before the step of automatically selecting is carried out.

12. (Previously Presented) The method of Claim 1, further comprising the step of repeating steps (a) through (b) for each of a plurality of additional jobs, thereby scheduling appointments for the additional jobs.

13. (Previously Presented) The method of Claim 1, further comprising the step of receiving input instructing an appointment to be cancelled, and in response thereto, automatically revising the plurality of proposals, to accommodate changes in the time availability of resources that were previously required to perform said one of the plurality of proposals corresponding to the appointment that was canceled, making the resources available for other appointments.

Claims 14 - 47. (Canceled)

48.     (New) A computer program product comprising a computer-readable storage media storing computer executable instructions that when executed perform a method for scheduling appointments to do a particular job, the method comprising:

prior to receiving input regarding a desired time for starting the particular job, the particular job including a plurality of services performed by one or more resources, and for each job for which an appointment is to be scheduled using the method, receiving operator input specifying each service, a time dependency of each service needed to perform each job, and a resource dependency of each service needed to perform each job, wherein the time dependency comprises a length of time required to perform the service and related dependencies on other services and the resource dependency comprises an listing of the resources required to perform the service;

prior to receiving input regarding a desired time for starting the particular job, receiving operator input specifying a time availability of each resource that can be used to perform each service needed to perform each job;

at a time before the appointment to do the particular job is actually scheduled, automatically creating a plurality of proposals that specify when each job might be scheduled during a defined time period, the plurality of proposals being created by searching each of the services needed to perform the particular job to identify an availability of each block of time that is sufficient in duration to perform each service and for which resources required to perform the service are available;

as a function of the time availability of each resource that can be used to perform each service needed to perform each job and the time dependency of each service, wherein at least one resource and at least one service can be included in any number of the plurality of proposals at a same time availability, each proposal indicating a time instance at which each job can be initiated during the defined time period, wherein each job can be have a plurality of associated proposals;

after the plurality of proposals has been created, receiving input specifying a desired time for starting the appointment to do the particular job;

based upon the desired time for starting the appointment to do the particular job, automatically selecting one of the plurality of proposals that are associated with the particular job that was created prior to the input specifying a desired time for starting the appointment, to make an appointment for doing the particular job;

associating the corresponding resources required for the selected proposal with the appointment and identifying the resources as being unavailable;

automatically revising the plurality of proposals in response to said one of the plurality of proposals being selected to make an appointment for doing the particular job, including revising proposals for which resources are no longer available due to making the appointment for doing the particular job and eliminating any proposals from among the plurality of proposals for which proposals cannot be revised due to resources no longer being available; and

receiving input indicating the selected appointment is cancelled, and in response thereto, disassociating the corresponding resources that were associated with the selected appointment and automatically revising the plurality of proposals for each job wherein at least one new is generated in response to the corresponding resources becoming available.